**TELSTRA:** Makes move into financial service tech

**NETFLIX:** Latest ISP rankings, Roy Morgan research

SATELLITE: Russians "snubbed" over Australian event

## OMMUNICATION **ISSUE 4935**

L5 July 2015

Daily telecom news & analysis since 1994

## **Optus, Vodafone pile on the** pressure for USO reform

Optus and Vodafone are stepping up the pressure to rework what the carriers see as an anachronistic and duplicative Universal Service Obligation, and to more extensively leverage the NBN to deliver telco services into regional Australia.

Both have used submissions to the 2015 Regional Telecommunications Review to call for corresponding policy change. And both have set out templates for USO reform, with Vodafone bringing in industry veteran professor Reg Coutts to outline a 'Universal Service Fund' that would replace the USO altogether and support a broader range of telecoms solutions than its predecessor, while drawing on the NBN as a universal infrastructure and standard comms service provider.

Building on a narrative that's already been developing in a parallel inquiry into funding NBN's non-commercial services in regional areas, Vodafone's

and Optus' contribution to the RTR were strikingly similar to each other on a number of key points. Both acknowledged that agreements between NBN, the federal government and Telstra had locked in legacy USO arrangements – for Telstra to deliver standard telephone services – for twenty years. Those arrangements will require Telstra to maintain its legacy copper network outside the NBN fibre footprint, with the costs recouped via a mix of Commonwealth funding and industry levy that runs to several hundred million dollars annually.

But both carriers argued that the legacy USO services no longer delivered effective outcomes for regional Australia, in the context of modern telecoms tech – and indeed that previous RTRs had repeatedly identified the failings of the scheme, suggesting the funding for it could be better directed elsewhere. "Whilst network infrastructure is increasingly being tailored to meet customer demands for data and IP traffic, the USO policy appears to be frozen in a 1980s analogue paradigm," said Optus.

At the same time, Optus and Vodafone both noted the increasing popularity of nextgeneration mobile services in those same regional areas. And they highlighted the NBN as a potential catalyst for regional reform. Both argued that not only could the NBN serve regional customers in its own right via fixed wireless or long-term satellite - rendering the USO, and the expensive regional copper used to deliver it, increasingly redundant – but that NBN infrastructure could be leveraged to improve mobile service delivery.

The national network builder could, they suggested, provide low-cost backhaul to mobile towers in areas without service contestability, or maximise the co-operative deployment of NBN's fixed wireless towers to facilitate sharing by mobile operators.

The two carriers also both contended that structural elements in the modern telco industry combined to give arch-rival Telstra a significant economic advantage in regional Australia. These, they said, included the simple fact of Telstra being able to leverage its sunk investment in legacy national fixed-line infrastructure; regulated transmission pricing that both carriers argued was set too high; and significant subsidies allocated to Telstra from different layers of govern-





ment over the years without sufficient safeguards to enhance competition.

**THE VODAFONE SOLUTION:** To address these issues, Vodafone's submission called for the establishment of a specialised agency within the federal Department of Communications "that has an ongoing role in facilitating improvements in regional telecommunications access and choice," helping to develop a policy framework for service and choice parity in regional teleco. It also suggested that the scope of the NBN fixed wireless mandate be extended to providing wholesale mobile coverage, and that NBN itself work more closely with mobile providers on the possibility of shared infrastructure in uneconomic regions.

But the most detailed part of Vodafone's solution was its model for a reformed USO, laid out by Coutts – who, as previously reported in CommsDay, has been developing such a model for some considerable time.

Coutts' model recommends that:

- the USO be replaced by a 'Universal Service Fund', managed by the DOC, to fund noncommercial but socially important telco infrastructure – funded by an improved industry levy scheme.
- the remit of the USF be expanded beyond that of its predecessor, as a 'smart fund' that could help deliver a broader range of telecoms services like public open access Wi-Fi or an expanded mobile blackspots program
- NBN be formally designated as the Universal Infrastructure Provider to connect all premises in Australia
- Telstra's current USO obligation to maintain its copper network to provide a standard telephone service – be phased out, in favour of funding NBN to deliver a modernised 'Standard Communications Service' including voice and broadband
- the NBN develop a project plan to provide industry access to its backhaul, and to deliver a wholesale 4G regional mobile network from its fixed wireless towers.

"This is in line with the way [the world], perhaps with the exception of Europe, is going – a much more flexible fund approach, really breaking this 'one-size-fits-all'" Coutts told CommsDay. "The days of the standard telephone service are well and truly in the past; different communities have different priorities and there are different options available."

Of course, with current USO cost recovery arrangements tied into Telstra's A\$11 billion NBN deal, unpicking it could be a complex process. But Coutts suggested that parliamentary comms secretary Paul Fletcher had already indicated an openness to reform of this kind, and suggested that the journey could be started by tackling legacy USO elements like pre-selection that are just as cumbersome for Telstra as the rest of the industry.

Likewise, Vodafone public policy GM Matthew Lobb argued that if done right, Telstra would also benefit from reform. "I wouldn't have thought that Telstra would want to have this millstone of delivering an anachronistic solution... for any longer than it needs to!" he said. "I'm sure there's a path where all can benefit from releasing the funds for something useful."

**OPTUS SUGGESTION:** Optus, for its part, noted that it was beyond the scope of the RTR's committee itself to make detailed USO reform recommendations. However, it urged the committee to recommend that "government conduct a wide ranging review into the USO as a regional policy priority," including a close look at the relevance of the STS, funding models, and an audit of USO-designated premises. To spur discussion, Optus sketched out its own basis for reform, suggesting that:

- NBN infrastructure, whether fibre, fixed wireless or satellite, be the primary mechanism for ensuring customer connectivity
- to ensure the delivery of a standard telephone service over NBN infrastructure, any national NBN RSP might be designated as retail provider of last resort

- copper or mobile networks be used to deliver voice to customers where NBN infrastructure could not meet the task
- NBN take ownership of Telstra copper outside the fibre footprint, ensuring the USO could still be met via copper in the short term and giving NBN strong incentives to deliver the USO through newer technology as soon as possible, decommissioning the costly copper
- costs of supply be included in access charges or a non-commercial service levy, obviating the need for separate industry funding for the USO
- current government funding for the USO could be repurposed to improve mobile coverage under an extended mobile blackspots program.

Petroc Wilton

## Telstra continues push into financial services with Enepath investment

Telstra has made an equity investment in Singapore-headquartered Enepath, a specialist provider of voice technology for the financial services sector. Telstra will also become a global partner for the company, continuing a recent push into the global financial services sector.

Enepath uses a distributed architecture to deliver critical trader voice solutions and applications to trading rooms around the world. The investment in the company was made through Telstra Ventures. Telstra global head of financial services Matthew Lempriere said the investment would help Enepath accelerate product development, expand its capabilities into new geographies and capitalise on emerging market opportunities outside of the financial services industry.

"Enepath's fully virtualised voice trading platform is an industry leading solution that delivers all the scalability, reliability and security that one would expect of a fully distributed system, but with a much smaller footprint, faster installation and lower maintenance costs," Lempriere said. He added that Enepath's IP trading platform would combine with Telstra's network, cloud data centres and existing suite of financial solutions.

Enepath CEO Stephen Phillips described the investment as a critical milestone in the company's growth and a pivotal partnership for its future success. "In today's highly competitive capital marketplace financial services organisations face many challenges, including the need to comply with increasing regulatory requirements, together with greater volatility and increased pressure on margins," he said. "As a result, demand for our IP technology among global traders is increasing and this investment will help us scale quickly while accelerating some exciting product developments, including new desktop solutions and applications," Phillips added.



Lempriere said Telstra would continue to expand its financial services portfolio – both domestically and globally – over the coming months. The investment follows recent moves to increase the number of services it provides in key financial centres.

In May this year, Telstra set up a low latency service between the Australian Securities Exchange in Sydney and the Singapore Exchange. As part of the new offering, Telstra connected equipment inside the Australian Liquidity Centre in Sydney to its point-of-presence inside SGX's co-location facility.

Last year it also boosted its financial services offerings between Sydney and the United States, with new points of presence in both Sydney and Chicago. The US PoP is located in the CME Group's Aurora datacentre, one of the largest in the world for low latency links.

Geoff Long

## ANZ ISPs jockey for position in Netflix speed rankings as Australian subs growth soars

The latest Netflix ISP speed index has shown continuing movement in the rankings for the ANZ region across June, with iiNet now taking the lead in Australia and New Zealand telco Spark climbing two places to end up in fourth position. The figures come as new Roy Morgan figures show an exponential growth in Australian signups for the streaming service.

The Netflix index lists the average prime time bitrate measured by the streaming video specialist for its content streamed to members during a particular month. Netflix looks at the peak



three hours of streaming content on a daily basis per ISP. Overall, Australian ISPs saw an average speed of 2.82Mbps in June, well below New Zealand's 3.56Mbps.

In Australia, iiNet delivered the highest average speeds, hitting 3.36Mbps and taking over the top spot from TPG which dropped to 3.34Mbps – down from 3.38Mbps for the previous month. Optus, meanwhile, recorded 3.28Mbps which was up from 3.24Mbps and ranked third while Telstra delivered 2.09Mbps, putting it in last place for the third consecutive month, dropping from 2.32Mbps in May. Telstra has previously defended earlier Netflix rankings on the basis that it has a much larger ADSL footprint than competitors, encompassing a larger number of customers further from exchange-

### October 13/14 2015, Langham Hotel Melbourne

### **CALL FOR SPEAKERS**

CommsDay Melbourne Congress returns for its biggest edition yet in 2015. Hear from experts on the telecom topics of the age including the Internet of Things, 4G and wireless developments,



a National Broadband Network update, plus views and news from all the major telecom operators and vendors. You too can be part of the speaker line-up. Pitch your speaker proposal to Grahamelynch@commsdaymail.com by 16 July 2015.

### **CALL FOR SPONSORS**

CommsDay Melbourne Congress attracts hundreds of C-suite telecom execs and extensive media attention. Our sponsorship packages represent terrific marketing value. Contact veronica@mindsharevents.com.au

es.

Exetel and Dodo/Primus came in fourth and fifth place, averaging speeds of 2.80Mbps and 2.64Mbps respectively.

In New Zealand, Spark continued its upward momentum, climbing two spots to fourth place with an average speed of 3.46Mbps, up from 3.17Mbps last month. Call Plus slipped two spots and averaged speeds of 3.06Mbps, down from 3.30Mbps in May. The top three positions remained unchanged, with Snap, Vodafone NZ and Orcon reaching average speeds of 3.79Mbps, 3.72Mbps, and 3.57Mbps respectively.

**NETFLIX' AUSTRALIAN SUBS BOOST:** The news comes as new Roy Morgan research show that Netflix has added 400,000 Australian subscribers in June, bringing the total user base to more than 1.4 million. According to the analyst's latest survey, 1.42 million Australians in 559,000 households subscribe to the streaming service, up from 1 million subs in 408,000 homes in May.

By June, 16.8% of households with fixed broadband through iiNet or one of its subsidiaries Internode, Westnet and Adam, had Netflix – double the average 8.4% adoption rate among all homes with a fixed connection. 11.7% of Optus's fixed broadband customers had Netflix.

"This means 113,000 Netflix homes are streaming through iiNet's fixed broadband network, slightly more than the 102,000 using Optus despite the latter supplying fixed broadband to almost 200,000 more homes overall," said the research firm.

As of June, just 5.2% of Telstra's fixed broadband customers were using Netflix. "However, even this below-average uptake was enough to give Telstra – due to sheer market dominance – more Netflix homes (142,000) than any other ISP," said Roy Morgan.

Richard van der Draay

### Bigcommerce partners Exceed for APAC enterprise expansion

Australian e-commerce platform Bigcommerce has signed up service agency Exceed to grow its share of the enterprise retail market in Asia Pacific.

Exceed will join the Bigcommerce partner program and work with its partner and engineering teams to create customised ecommerce solutions for large customers. Specific services include implementation, design, development, website and conversion optimisation, digital marketing, systems integration and web hosting.

Exceed has started migrating some existing Asia Pacific clients to Bigcommerce, according to Exceed MD Kyle Aspinall. "In today's fast moving retail market, retailers don't have the time or want to spend the money it takes to create on-premise solutions that slow them down. Bigcommerce simplifies the process, and will bring our clients new opportunities in commerce," he said.

Bigcommerce is backed by a number of large international investors including Telstra Ventures and Softbank Capital. It currently supports more than 95,000 retailers around the world from its offices in San Francisco, Austin and Sydney.

Bigcommerce design & solutions partner program senior director Russell Griffin said the company was focused on expanding in leading markets including Australia to support the growing demands of the region's enterprise retailers. "As more retailers realise the benefits SaaS can bring their business, including easier maintenance and lower cost of ownership, we expect to see a major shift in the way they approach ecommerce technology," he said.

Geoff Long

## OzHub to rebrand, regroup and take next step in push for government cloud adoption

Cloud computing lobby group OzHub is launching a rebranding move following the departure of VMware and Fujitsu Australia, two of its founding members. The group will look to engage more

closely with the federal government's cloud panel and Digital Transformation Office to push even further for cloud adoption across government agencies.

Following the exit of the companies, the group – which was established by Macquarie Telecom in 2011 – is considering its agenda and has flagged a rebrand to boost its membership and formulate a set of new focal points.

OzHub said it had achieved one its main goals when the federal government adopted a 'Cloud First' policy in October last year. "It's very much a case of mission accomplished in some sense," Macquarie Telecom national executive for industry and policy Matthew Healy told CommsDay. "We set out to promote Australia as an exemplar for government adoption of digital services and cloud in the context of there not being, at that stage, any government policy around these issues."

"I think we now need to look at what is the next mountain to take," continued Healy. "That's clearly got to be around measures that become proof points for use of cloud by government... that's where I think we'll look to engage with members of the cloud panel and engage with the DTO and take that lead on how they will become the catalyst for a greater uptake of cloud across the federal government."

Healy said OzHub had been very important in influencing the past and current government to adopt and commit to the digital first and cloud first agendas. He said there was no better example than the establishment of the Digital Transformation Office, but noted that it was now imperative to "actually take the next step which is to implement digital first across government."

Richard van der Draay

### **Russia unhappy with "snub" from Qld satellite event**

The Russian embassy in Canberra has criticised the federal government after some members of its space agency, Roscosmos, were unable to get visas for an international satellite conference being held on Queensland's Gold Coast.

The annual three-day conference is hosted by the International Global Navigation Satellite Systems Society – a non-profit organisation registered in Queensland – and runs until Thursday. It boasts speakers from the US, Europe, Japan, India and China as well as Russia.

However, Russian embassy spokesman Alexander Odoevskiy told ABC Radio that his country was disappointed that not all members were granted visas. "Obviously every country can decide who to let [have] a visa but in the current circumstances, given it's an international – as I understand United Nations conference – it is not a very friendly step from Australia as a whole country to do so," he was reported as saying.

A spokeswoman for the Department of Immigration and Border Protection said in a statement that four Russians had been granted visas to attend the symposium and noted the usual lead times needed.

Meanwhile, IGNSS Society president Matt Higgins told delegates that the event would discuss the latest developments in global navigation satellite systems and related position, navigation and timing technologies. He noted that the sector was entering a "multi-GNSS" era, with five GNSS satellites from different countries launching in March 2015 alone.

Higgins also pointed out that one of the highlights of the event was a session on GNSS vulnerability, which would include internationally-recognised experts talking signal interference and spoofing, with a separate session on vulnerability involving key members of the UN International Committee on GNSS.

Geoff Long

## Cloud, mobility put security concerns top of mind for Australian IT managers: Centrify

More than half of Australian IT managers polled by identity management specialist Centrify have identified security as their biggest concern for the next year – a headache that the firm says is being driven by the combination of cloud computing and mobile access.

The Centrify research found that 56% of 100 IT managers surveyed had security as their key shortterm worry, closely followed by cloud computing (55%) and mobile applications and management (21%). Almost half believed that their organisations faced data breaches every week; 46% said their organisations had dealt with an attempted security breach in the previous seven days, with 13% reporting such an attack in the previous 60 seconds.

"The combination of cloud computing and mobile access is creating incredible security headaches for organisations globally," noted Centrify APAC sales director Niall King. "As employees reach for the cloud or their mobiles to get their jobs done, it opens up greater security vulnerabilities. As a result, there is greater need than ever for unified identity security across multiple devices and platforms."

Richard van der Draay

## **TD-LTE to carry over 50% of traffic on Softbank's network by 2018**

The evolution of TD-LTE is positioning it as an ideal platform to offload data traffic from traditional FD-based LTE networks, according to Softbank.

According to technology planning division senior director Hidebumi Kitahara, the operator is looking at TD-LTE as the solution to supplement increasingly saturated LTE networks, expecting more than half of its traffic to be carried by TD-LTE by as early as 2018.

"Softbank has achieved almost 100% coverage nationwide with LTE. The next stage is to build more capacity to support demand," Kitahara said at ZTE's annual media and analyst conference in Shanghai. "We see TD-LTE as the solution for capacity on the 2.5GHz and 3.5GHz bands."

However, even with the additional spectrum resources (70MHz of frequency in total) for TD-LTE, Softbank is facing capacity constraints with its network in its current form, partly due to the high user density of Japan; Kitahara pointed out that a whopping 80% of the traffic in Japan comes from the five biggest cities of Tokyo, Osaka, Kyoto, Sapporo, and Fukuoka, while overall traffic in Japan has surged 1,200x over the past 9 years. At the same time, physical space for mobile sites is increasingly at a premium.

"Every rooftop is occupied," he said. "In metropolitan Tokyo, we have used up all available sites, so we need to increase the value each single site."

Accordingly, Softbank is working on next-generation technology such as more advanced antenna systems. According to Kitahara, the operator is in the process of migrating its 4T4R multiple in, multiple out antenna system to 8T8R, which will yield a capacity boost of 1.8x. By the end of this year, Softbank aims to conduct trials of next generation 'massive MIMO' antennas from vendors including ZTE.

Enhancements of this kind on the TD-LTE network will expand its capabilities to support more traffic. According to Kitahara's estimates, traffic on the TD-LTE portion of Softbank's network will account for more than half of overall data traffic on the network by 2018 – a remarkable claim considering that Softbank has only 70MHz of TD-LTE spectrum compared to a minimum of 2x70MHz of paired frequencies on the 700MHz (2x10MHz), 900MHz (2x5MHz+2x10MHz), 1500MHz (2x10MHz), 1700MHz (2x15MHz), and 2100MHz (2x20MHz) bands.

To date, Softbank has a total of 40 million users, 10 million of whom are using the TD-LTE network. Usage patterns on the TD-LTE network, however, already support Kitahara's projections. Ac-

cording to Kitahara, TD-LTE users are consuming 20x as much traffic as the typically smartphone user on the conventional LTE network.

Tony Chan in Shanghai

# Huawei makes headway in 4.5G with LTE-M, dual-mode LTE trials

Huawei Technologies has announced a series of advancements for LTE in the lead up to this week's Mobile World Congress Shanghai.

In Shanghai, the vendor has partnered up with China Unicom to deploy a pilot of what it calls 4.5G LTE-M CIoT – short for LTE-machine to machine in a cellular Internet of Things environment. At the same time, Huawei has helped Hong Kong operator, 3 Hong Kong, implement a dual-mode (FD/TD) LTE network.

The Shanghai pilot consists of a smart parking application, which Huawei noted is part of the operator's strategy to support the Chinese government's "internet+" initiative – aiming to leverage online technologies to accelerate the digitalisation of various national industries.

According to Huawei, its LTE-M solution has been optimised for IoT applications, offering up to 100x in coverage range, 1000x improvement in the number of connections while consuming only 10% of the power. LTE-M also requires only 200KHz of spectrum resources on existing networks.

For the pilot, parking stalls were equipped with sensors, which relay data periodically back to a central server. The information is made available to drivers seeking parking via a mobile app. "LTE-M will be commercialised globally in 2016. We have already collaborated extensively with carriers in China, Europe, the Middle East, and the Asia Pacific region," said Huawei wireless FD product

line president William Wang.

Meanwhile in Hong Kong, Huawei has teamed up with 3 Hong Kong to demonstrate a dual mode FD and TD LTE-Advanced network. The demo will feature the aggregation of both FD and TD carriers across 1800MHz or 2600MHz (FD-LTE paired), and 2300MHz (TD) spectrum bands.

The solution was built on Huawei One LTE solution and terminals powered by chips from Qualcomm Technologies.

"Carrier aggregation technology enables us to fully utilise valuable spectrum resources and devise long-term plans on network deployment so that we can continue to improve the outstanding data services we offer our customers," said Peter Wong, CEO of 3 Hong Kong parent 3 Hutchison Telecommunications. "3 Hong Kong plans to re-farm the 900 and 2100 MHz spectrum for our LTE network in the near future, and we remain committed to establishing a 5CC LTE-A network."

Tony Chan

### **ZTE completes 17 SDN, NFV trials**

ZTE has joined the software-defined networking and network functions virtualisation movement in full force, announcing that it has completed no fewer than 17 proof of concept trials with operators across the globe.

Speaking at the vendor's annual media and analyst conference in Shanghai, ZTE director of strategy planning development You Yan said the firm had worked with as many as 50 carriers on research and development for SDN and NFV, with 17 PoC trials under its belt.

According to You, ZTE has completed trials for its virtualised IP multimedia subsystem and virtualised evolved packet core solutions with operators such as Telefonica, Vodafone, Orange, Telkom Indonesia, Telekom Austria as well as domestic Chinese operators. The firm is also deploying what it claims is the largest NFV installation in the world supporting 1 million users, a virtualised IMS infrastructure for one of the Chinese operators.

In addition to developing NFV with operators, ZTE has also built a series of SDN solutions as part of its ElasticNet portfolio of SDN and NFV solutions. On the network side, ZTE has developed solu-

tions for a range of deployment scenarios, including datacentres, backhaul, and optical transport networks.

At this point, each solution is customised according to operator demand. According to ZTE director of SDN global marketing Nathan Hao, the most prevalent SDN protocol today – OpenFlow – is not mature enough to support all use cases.

"OpenFlow as the southbound interface is not mature yet, we need to use other protocols such as NetConf, YANG and other methods for abstracting legacy network resources as the southbound interface," Hao said. "Networks are complex, and it will take time to develop a southbound interface that can support all layers of the network."

Similarly, ZTE has developed its own SDN controller called ZENIC, or ZTE elastic network intelligent controller. The controller, recently upgraded to support distributed architectures, builds on industry compatibility, but is also fully customisable for different use cases, including datacentres, datacentre interconnections, backbone transport networks, IP backbones, and optical transport.

"ZENIC is fully compatible with OpenDayLight, but brings to the table more capabilities, including better scalability – up to 128 switches per controller," Hao added.

Like some of its competitors, ZTE is also in the early stages of working on solutions to support commoditised hardware, so-called 'white box' switches, in the future.

#### Tony Chan in Shanghai as a guest of ZTE

### ZIPT APP NOTCHES UP MORE THAN 500,000 INSTALLS

Perth-based prepaid travel SIM card specialist ZipTel's international mobile app has exceeded 500,000 installs within three weeks of being launched. The firm said its ZipT app had generated US\$82,250 in revenue and had seen some 485,520 monthly active signups and over 1 million calls placed. The app allows consumers to send messages and make international calls for free, app-to-app, or at low cost to any landline or mobile globally.

### FLEXIROAM BOOSTS GLOBAL REACH WITH VOXBONE PARTNERSHIP

Malaysia-based mobile roaming firm Flexiroam has inked an agreement with Brussels-headquartered cloud telecoms provider Voxbone in a move that will enable it to rapidly expand the international reach of its Roam8 mobile application. The service allows users to own multiple international numbers in one application, eliminating the need for international roaming. Flexiroam said the Voxbone linkup represented significant value to the firm and its customer base, boosting the reach of Roam8 to some 55 countries. Under the agreement, Flexiroam will pay Voxbone set-up fees, a monthly service fee and usage-based charges. In return, Flexiroam will be able to use of Voxbone's virtual local phone numbers as well as its carrier-grade network, global coverage and instant provisioning.

### NOKIA OFFERS EDEN SON

Nokia Networks is looking to offer mobile network operators a shot at nirvana with a new selforganising mobile network solution called Eden-NET. According to Nokia, Eden-NET combines SON functionality from its recent acquisition Eden Rock, with its iSON Manager solution. The result is the ability to implement SON in a multi-vendor environment.

### ON THIS DAY 10 YEARS AGO: FROM THE COMMSDAY 2005 ARCHIVES

Qantas' discount airline Jetstar hinted it might progressively shed its landline dependency in preference for 3G in regional areas, following the forging of a unique alliance with its key telco provider Telstra... Japan-based systems integrator NTT DATA Corporation completed a trial of the Rhino platform, a carrier-grade cloud-based service execution platform from Wellington firm Open Cloud... the first phase of Telstra's long anticipated staff rationalisation kicked off, with the telco confirming it had dismissed up to 90 account executives.